

# Freelance Consultant

**Anne Dinnen,** Freelance Consultant & Co-Author of ACE's "*Capital Works! Building Transformation*".

Theatres Trust  
Conference 19:  
Centre Stage  
Artist and audience  
at the heart of theatres



**#CentreStage19**

# Theatre and communities

## Achievements and lessons from Arts Council England's Capital Programme 2012-18



### CAPITAL WORKS!

Building transformation

Evaluation of Arts Council England's capital investment, 2012 - 2018

FINAL REPORT

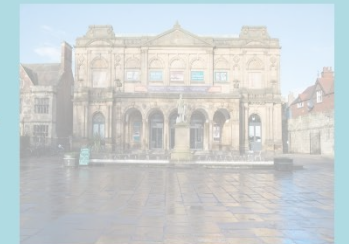
February 2018  
Dawn Langley, Susan Royce, Anna Dinnen  
Lisa Baxter (The Experience Business)



Picture 1. Octagon Theatre Bolton



Picture 2. Attenborough Arts Centre



Picture 7. York Art Gallery



Picture 3. Aspex Family Saturday



Picture 8. Square Chapel



Picture 4. Seven Stories



Picture 5. Square Chapel



Picture 6. Towner Gallery



Picture 9. Derby Museums Consultation Activity



- Study of 265 grants worth £344m
- Sept 17- Feb 18
- Mixed methods & 16 case studies
- Interplay of people & buildings a key theme

“Improved visitor experience has been identified as a key outcome by respondents to the survey and case study participants. This is crucially important given the rise of the experience economy, growing customer expectations and increasing competition for people’s time as well as money.”



# Square Chapel



# Seven Stories



# HOME



# Greatest benefits when the user-focus is:

- Deep
- Authentic
- Constantly reviewed
- Multi-faceted





**Looking  
forward**  
What might  
influence  
connection  
making in the  
future?





**Thank you  
for listening**